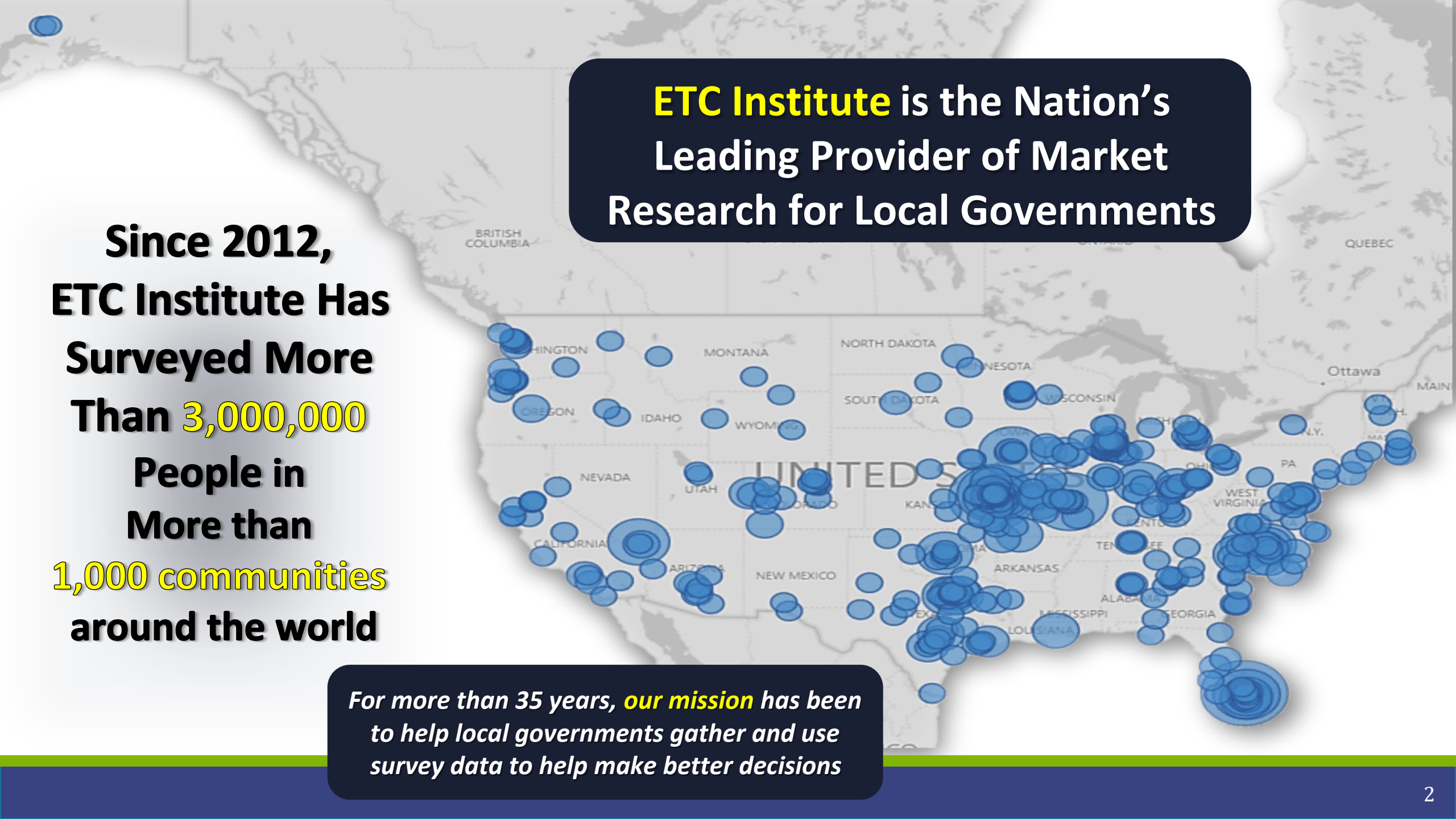


An architectural rendering of a modern, multi-story building with a prominent glass facade and a large, angular concrete structure. The building is set against a clear blue sky. In the foreground, there is a paved plaza with some landscaping and a few small figures of people. The text "JOHNSON COUNTY COLLEGE" is visible on the building's facade.

Johnson County, KS 2023 Resident Survey Results

PRESENTED BY ETC INSTITUTE

MARCH 23, 2023

A map of the United States with numerous blue circles of varying sizes scattered across the country, representing survey locations. The circles are more densely packed in the eastern half of the country, particularly in the Northeast and Southeast. State names are visible on the map, including British Columbia, Quebec, Oregon, Idaho, Wyoming, Montana, North Dakota, South Dakota, Minnesota, Wisconsin, Illinois, Indiana, Michigan, Ohio, Pennsylvania, New York, Vermont, New Hampshire, Maine, Nevada, Utah, Arizona, New Mexico, Texas, Oklahoma, Missouri, Arkansas, Louisiana, Mississippi, Alabama, Georgia, Florida, and West Virginia. Major cities like Ottawa and N.Y. are also labeled.

ETC Institute is the Nation's
Leading Provider of Market
Research for Local Governments

Since 2012,
ETC Institute Has
Surveyed More
Than **3,000,000**
People in
More than
1,000 communities
around the world

*For more than 35 years, **our mission** has been
to help local governments gather and use
survey data to help make better decisions*

Agenda

Purpose

Methodology

Context for This Year's Survey

Four Things to Remember

Other Findings

Purpose

To objectively assess resident satisfaction with the delivery of County services



To gather input from residents to help County leaders set priorities for the community



To objectively track the County's performance against itself and other communities over time

Methodology

Survey Description

Similar to previous surveys conducted by ETC Institute since 2005. Current version of the survey was used in 2022 and 2020.

Method of Administration

Administered by mail, phone, and online. ETC Institute encouraged participation with texts, emails, and social media ads. Online respondents were required to provide their home address.

Sample

The sample was designed to ensure the results would be statistically representative of each of the County's 6 Commission Districts. 1,000 household from each district were randomly selected.

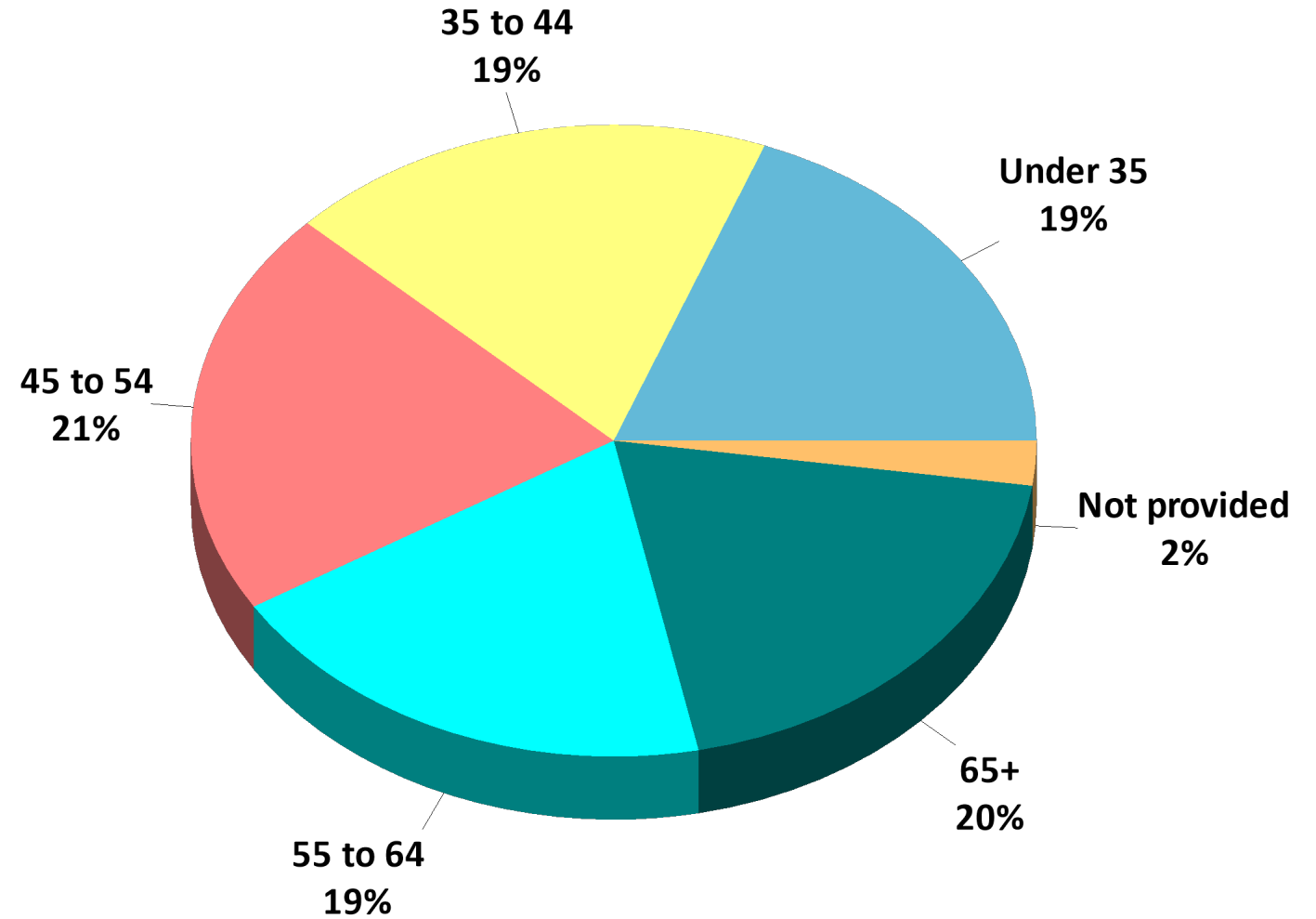
Margin of Error

A total of 1,380 surveys were completed. At least 200 were completed in each commission district. Overall results have a precision of at least +/- 2.6% at the 95% level of confidence

Good
Representation
by AGE

Age of Respondents

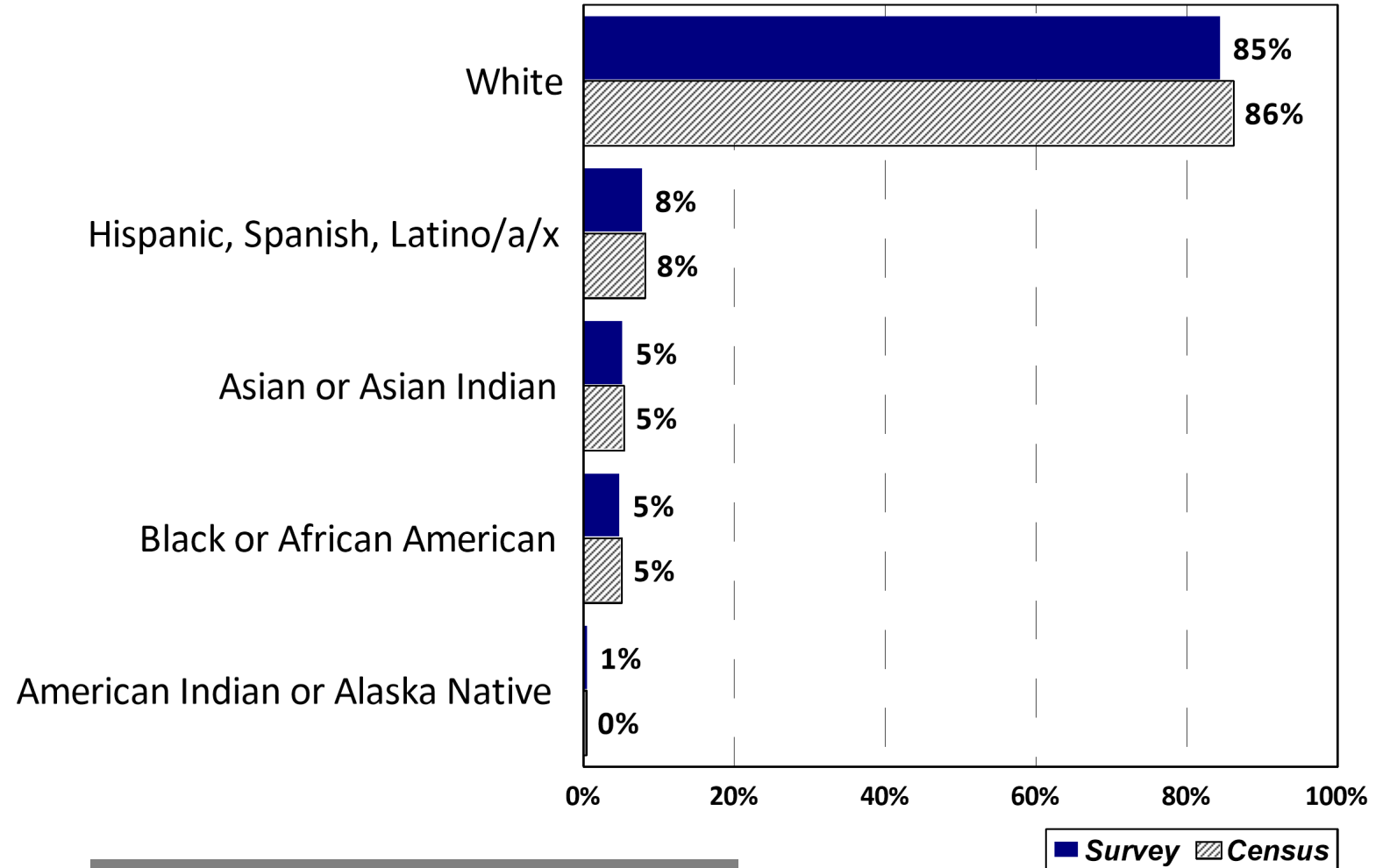
by percentage of residents surveyed



Good Representation by RACE

Race/Ethnicity

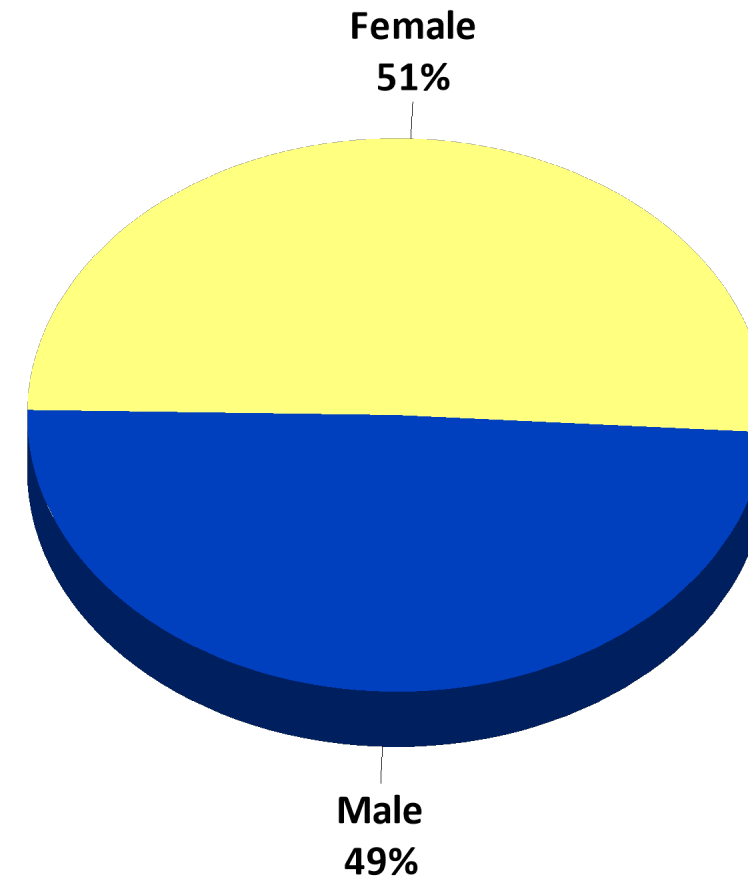
by percentage of respondents (exceeds 100% because more than one option could be selected)



Distribution Is Similar to the Census

Good Representation by GENDER

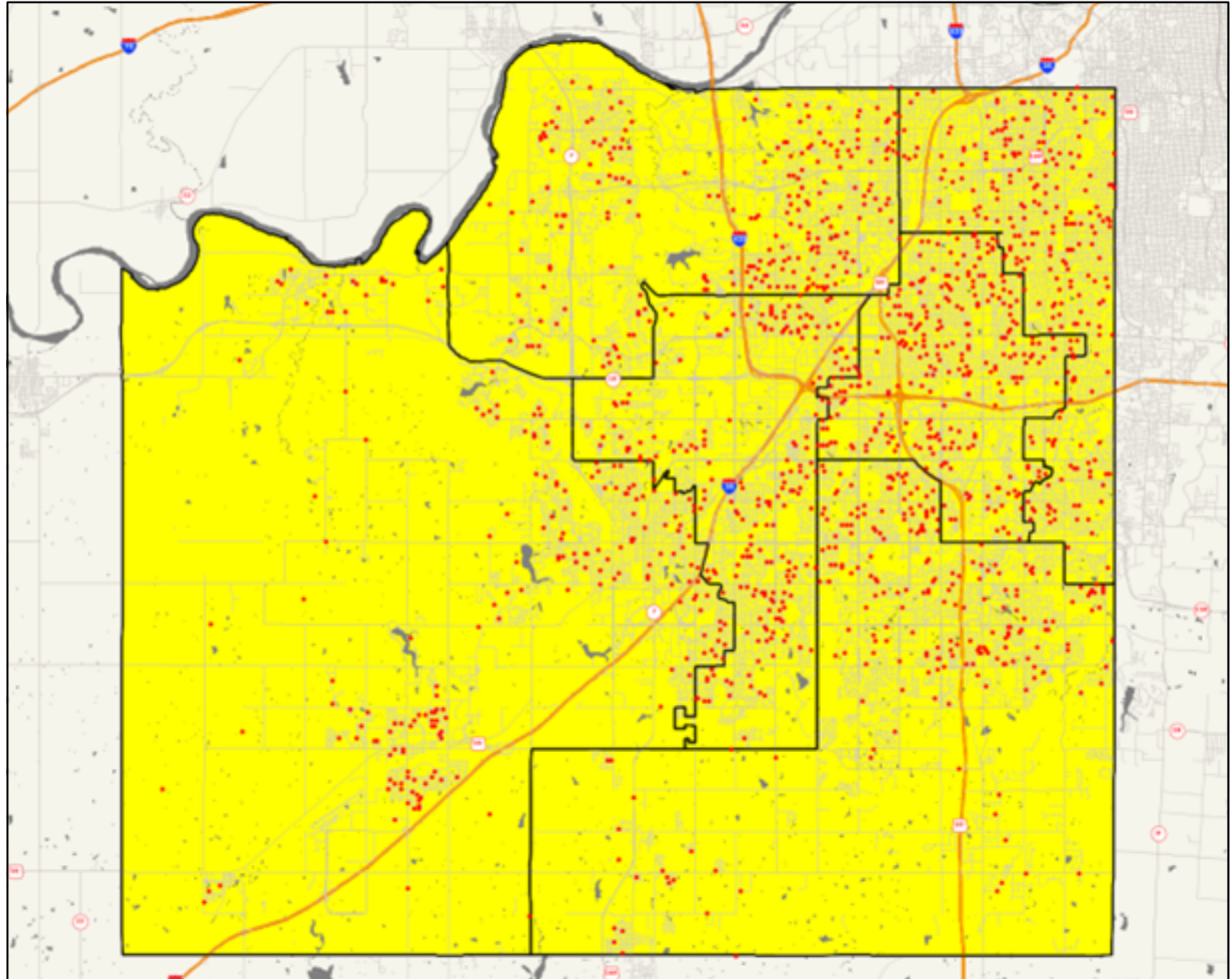
How would you describe your gender?



0.4% of respondents self-described as "other"

Good Representation by Location

At least 200
respondents from each
Commission District





Conclusion

THE DATA FROM THE COUNTY'S 2023
RESIDENT SURVEY IS REPRESENTATIVE OF
THE COMMUNITY!

Context for Interpreting This Year's Results



- Overall satisfaction with local governmental services decreased in 97 of the 108 communities where ETC Institute conducted surveys during the past 5 months compared to their previous survey
- The overall satisfaction rating in these communities declined by an average of 7.4%; those in the metro KC area have decreased by an average of 6.2%
- Ratings for safety, value for local taxes, and communication have all decreased by more than 10%
- High interest rates, inflation, mass shootings, and rising expectations for local governmental services following the Pandemic have contributed to the declines

Four Things to Remember



ts have a positive
f the County



ounty is setting the
ard for service delivery in
areas!



sfaction with County
ices has decreased slight
most of the decreases a
than national average



emain at the top, Johnson
nty must continue to seek
rovement in areas that are
priorities to residents.

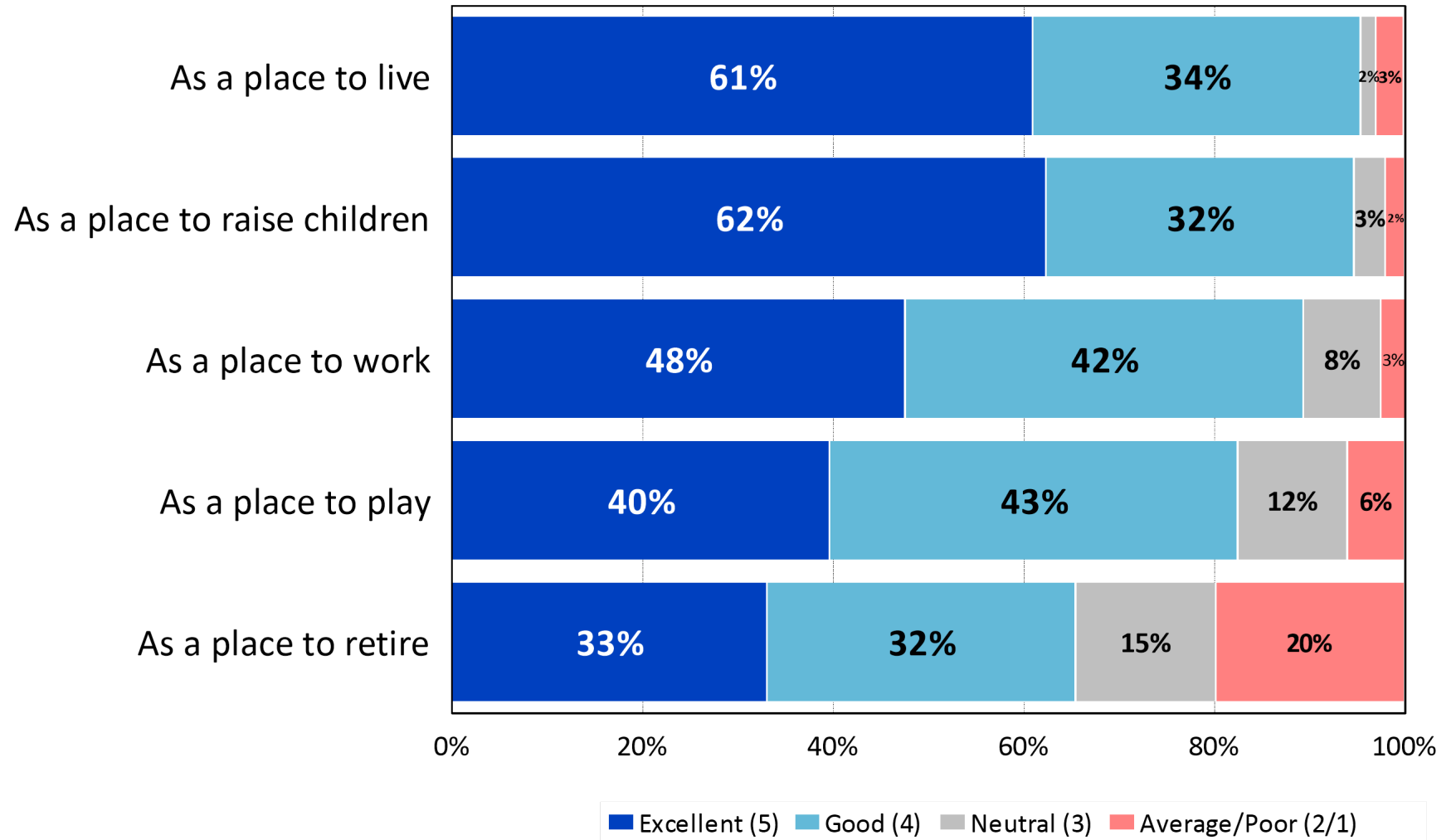
Things to Remember #1

Most Residents Have a
Positive Perception of
Johnson County!

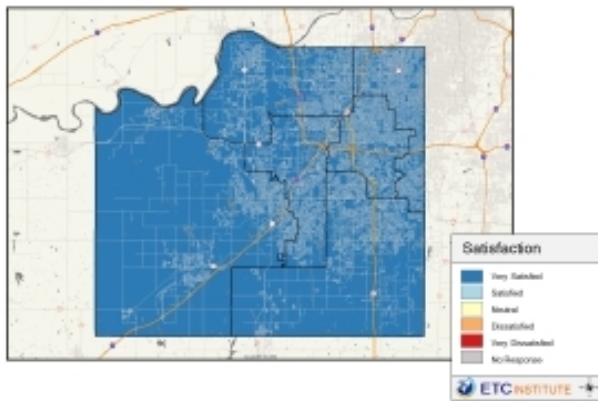
9 in 10 Residents Rate Johnson County as an “Excellent” or “Good” Place to Work, Live, and Raise Children

Perceptions of Life in Johnson County

by percentage of residents surveyed (excluding “don’t knows”)



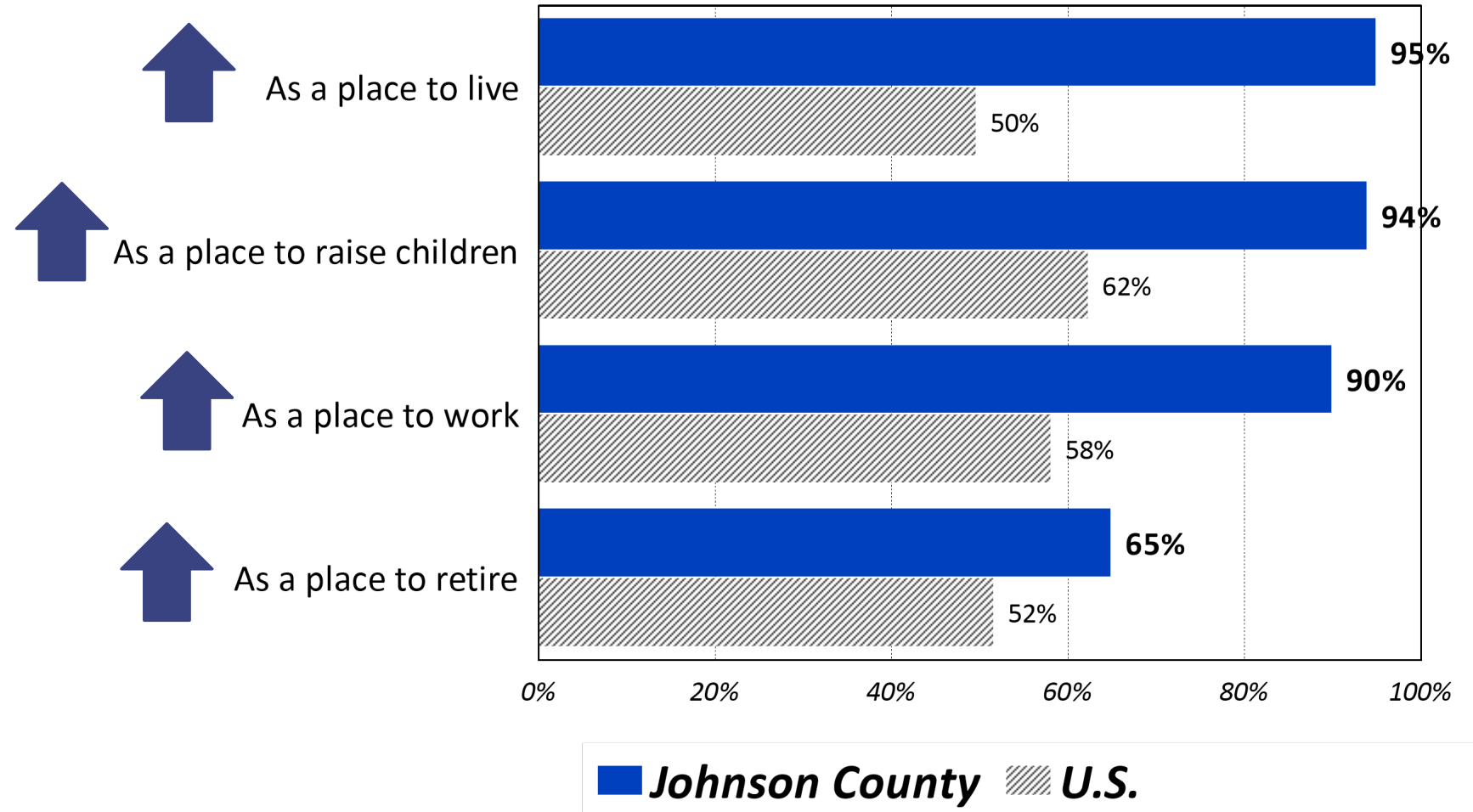
How Satisfied Are You With the Quality of life in Johnson County?



The Ratings for Johnson County as a Place to Live, Work, and Raise Children Are Among the Highest in the Nation!

How Would You Rate the Community Where You Live?

Johnson County vs. Other Communities

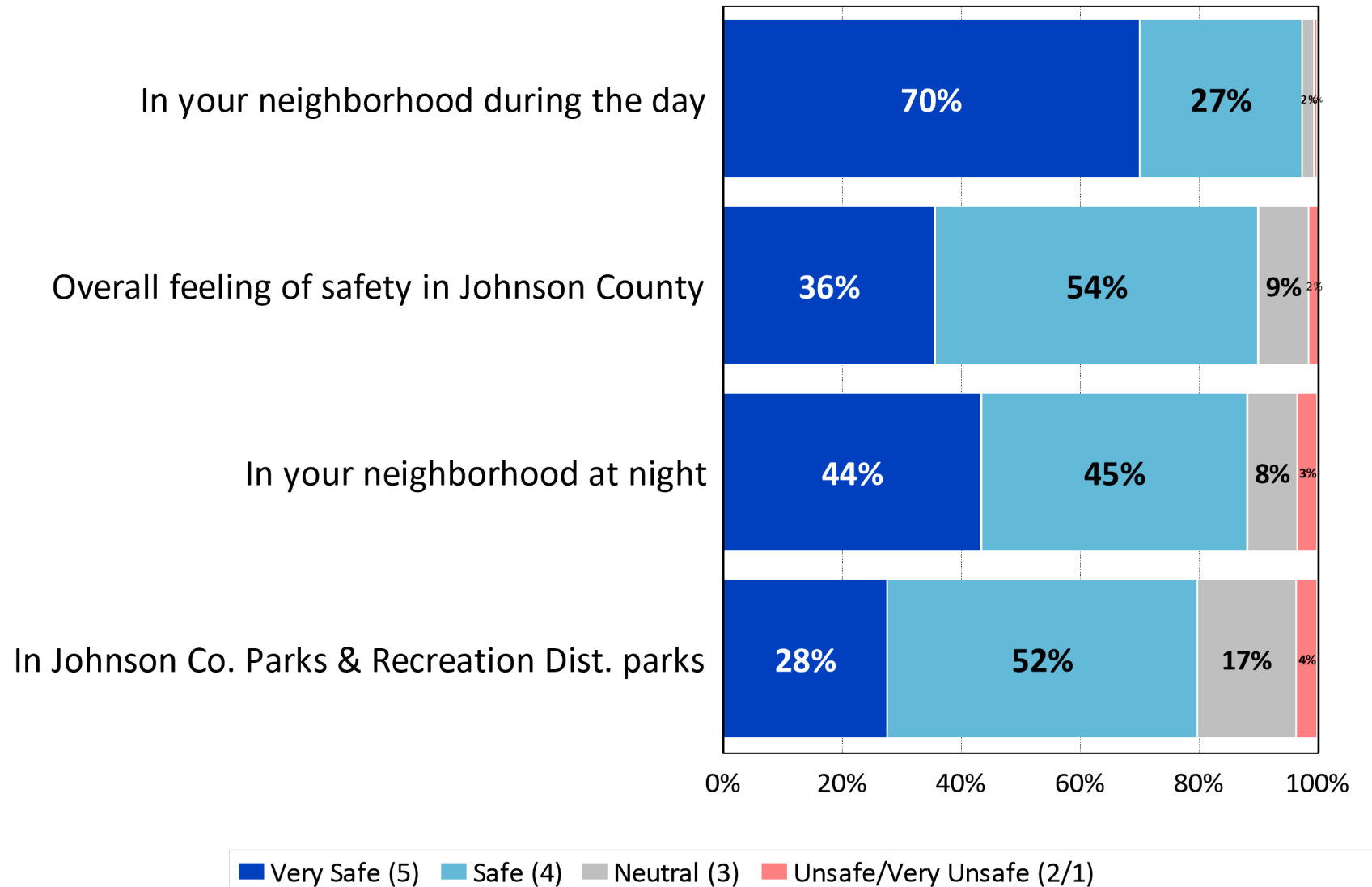


Residents Feel Safe in All Areas of Johnson County



Feeling of Safety in Johnson County

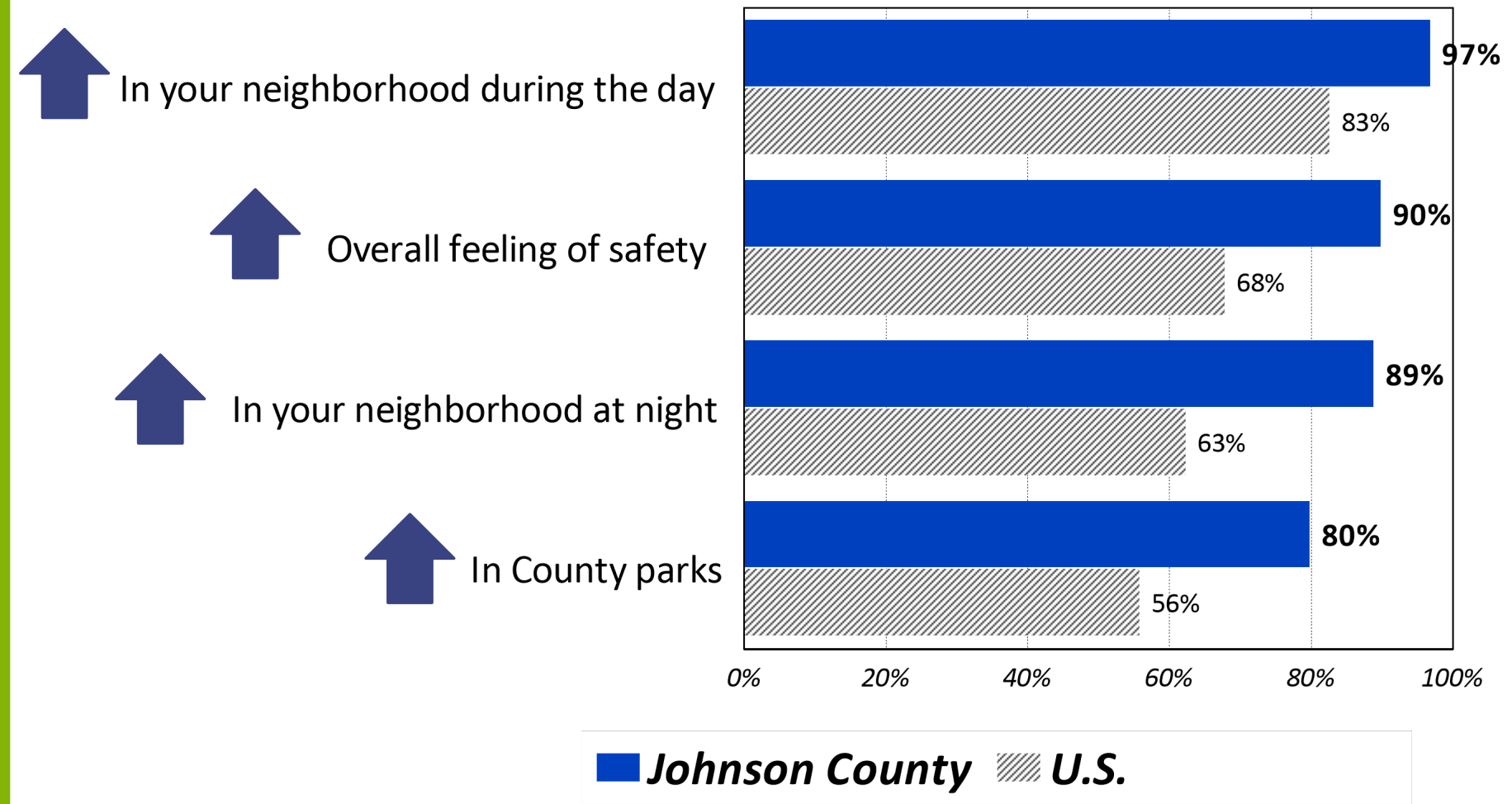
by percentage of residents surveyed (excluding "don't knows")



Residents in Johnson County Feel Much Safer than Residents in Most Other Communities

Feeling of Safety

Johnson County vs. Other Communities

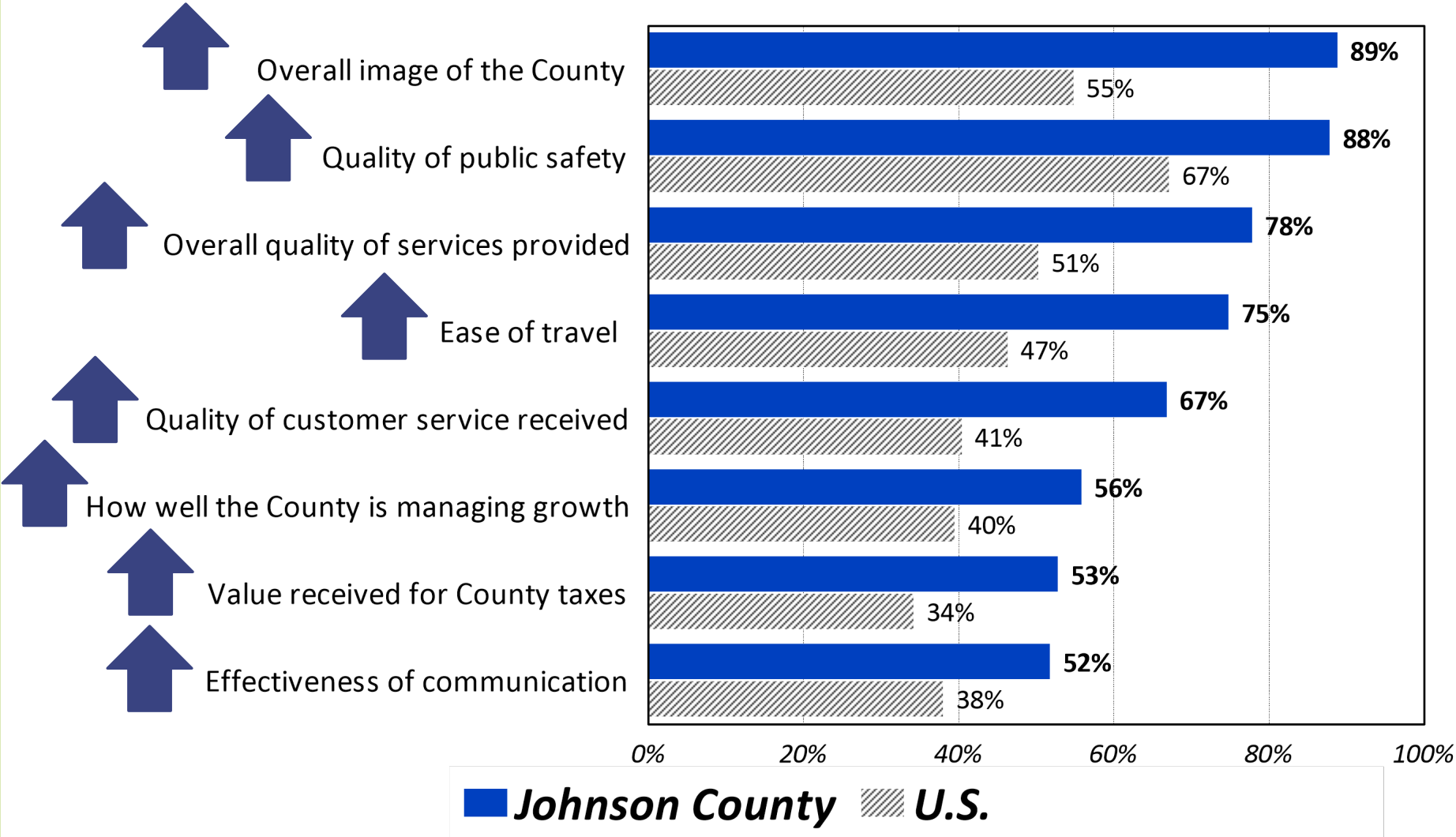


Things to Remember #2
The County is Setting the
Standard for Service
Delivery in Most Areas!

Overall Satisfaction with County Services is 27% Above the U.S. Average.

Satisfaction with the Value for County Taxes is 19% Above the U.S. Average.

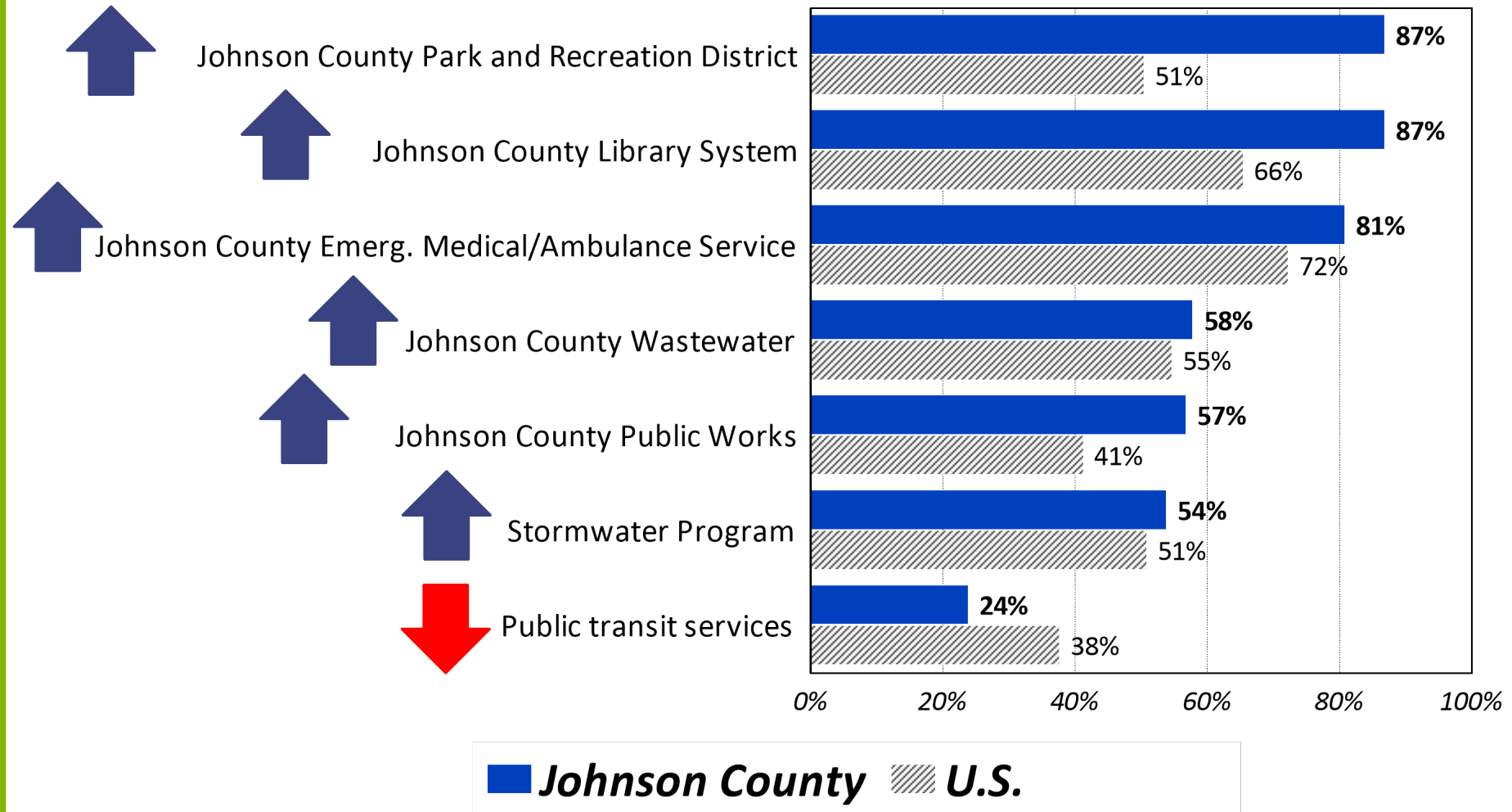
Satisfaction with Various Aspects of the County *Johnson County vs. Other Communities*



**The County Is
Setting the
Standard in
Most Areas!**

Public Transit Is the
Only Service Area in
Which Satisfaction Is
Below the National
Average.

Overall Satisfaction with County Services *Johnson County vs. Other Communities*



Things to Remember #3
Satisfaction with County
Services has Decreased
Slightly, but Most of the
Decreases are Less Than
National Average

Compared to the Pre-Pandemic Environment of February 2020, the Trends are Mixed

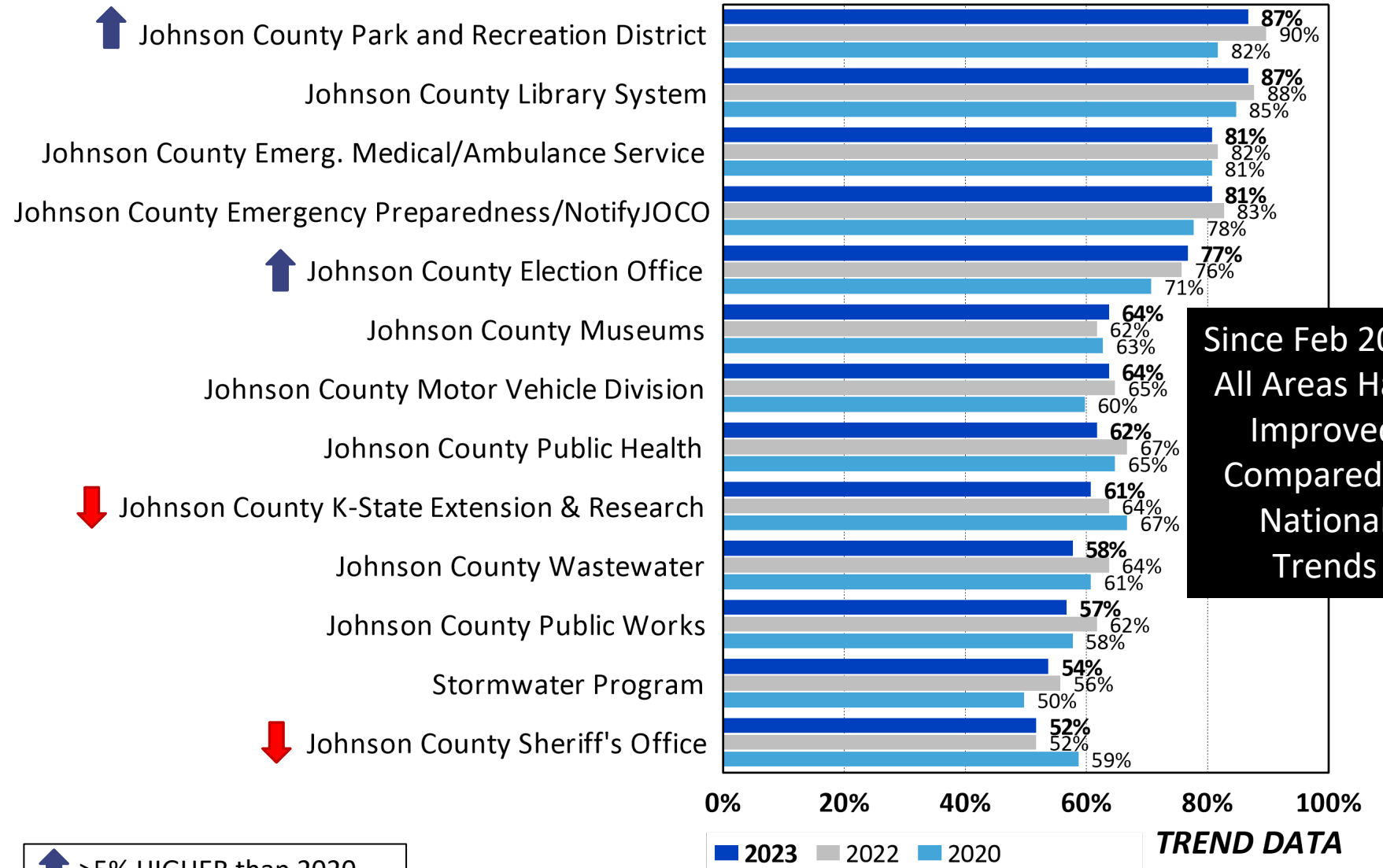
National Trends in Select Areas Since 2020

Public Safety Services (-13%)

Public Health Services (-12%)

Educational Services (-11%)

Overall Satisfaction with Various County Services 2020 to 2023



Since Feb 2020, All Areas Have Improved Compared to National Trends

>5% HIGHER than 2020
 >5% LOWER than 2020

The Average Satisfaction Rating for County Services Has Decreased 1.3% Since 2020 Compared with a 7.4% Decrease Nationally

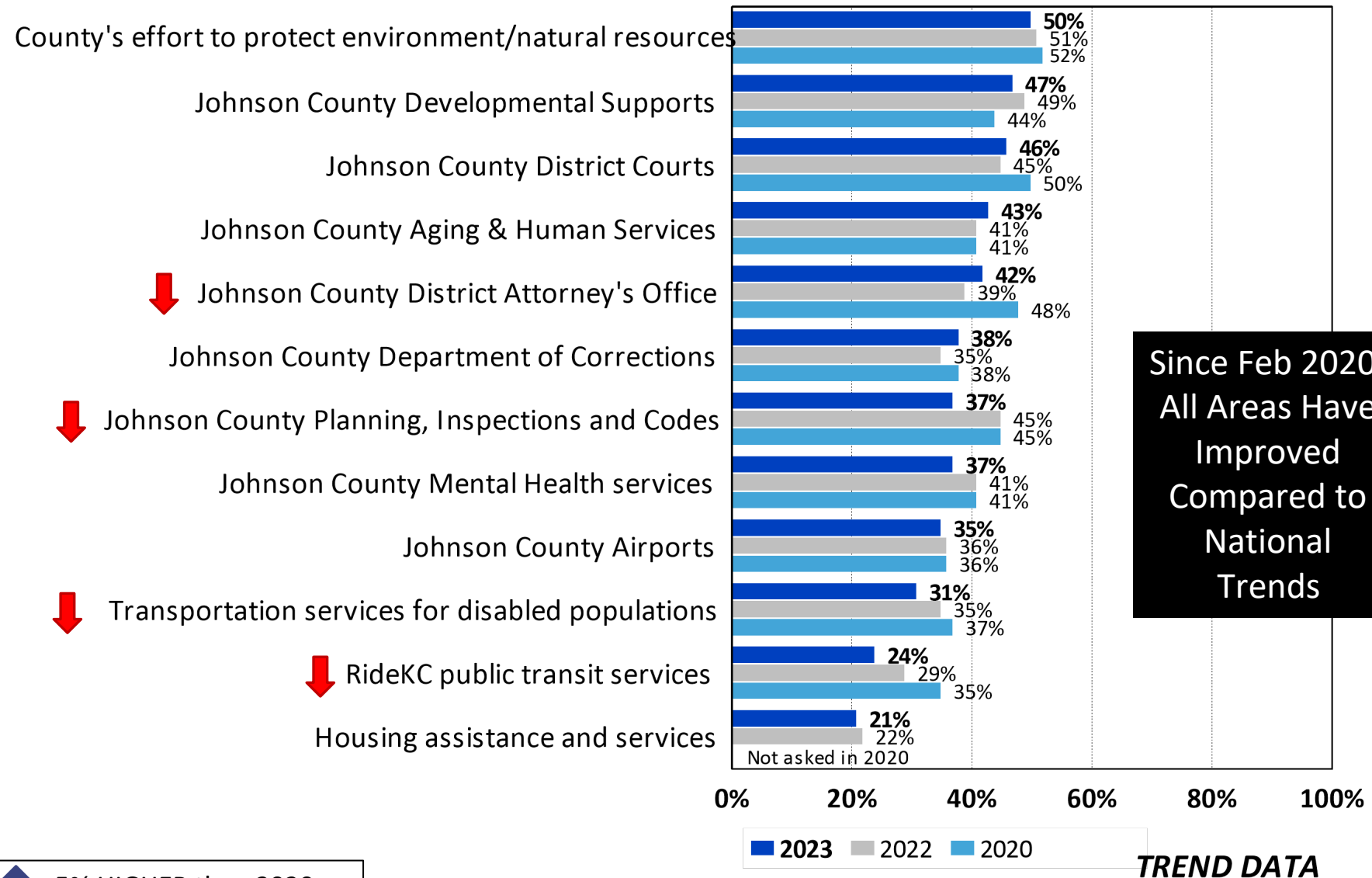
National Trends in Select Areas Since 2020

Public Transit Services (-14%)

Planning Services (-11%)

Court Services (-8%)

(Cont.) Overall Satisfaction with Various County Services 2020 to 2023



Since Feb 2020, All Areas Have Improved Compared to National Trends

↑ >5% HIGHER than 2020
↓ >5% LOWER than 2020

■ 2023 ■ 2022 ■ 2020 **TREND DATA**

Things to Remember #4
To Continue Setting the
Standard, Johnson County
Must Seek Improvement in
Areas that Are High
Priorities to Residents!

Services Residents Think Are Most Important for the County to Provide

Emergency Medical

Emergency Preparedness

Emergency Preparedness

Parks and Recreation

Election Services

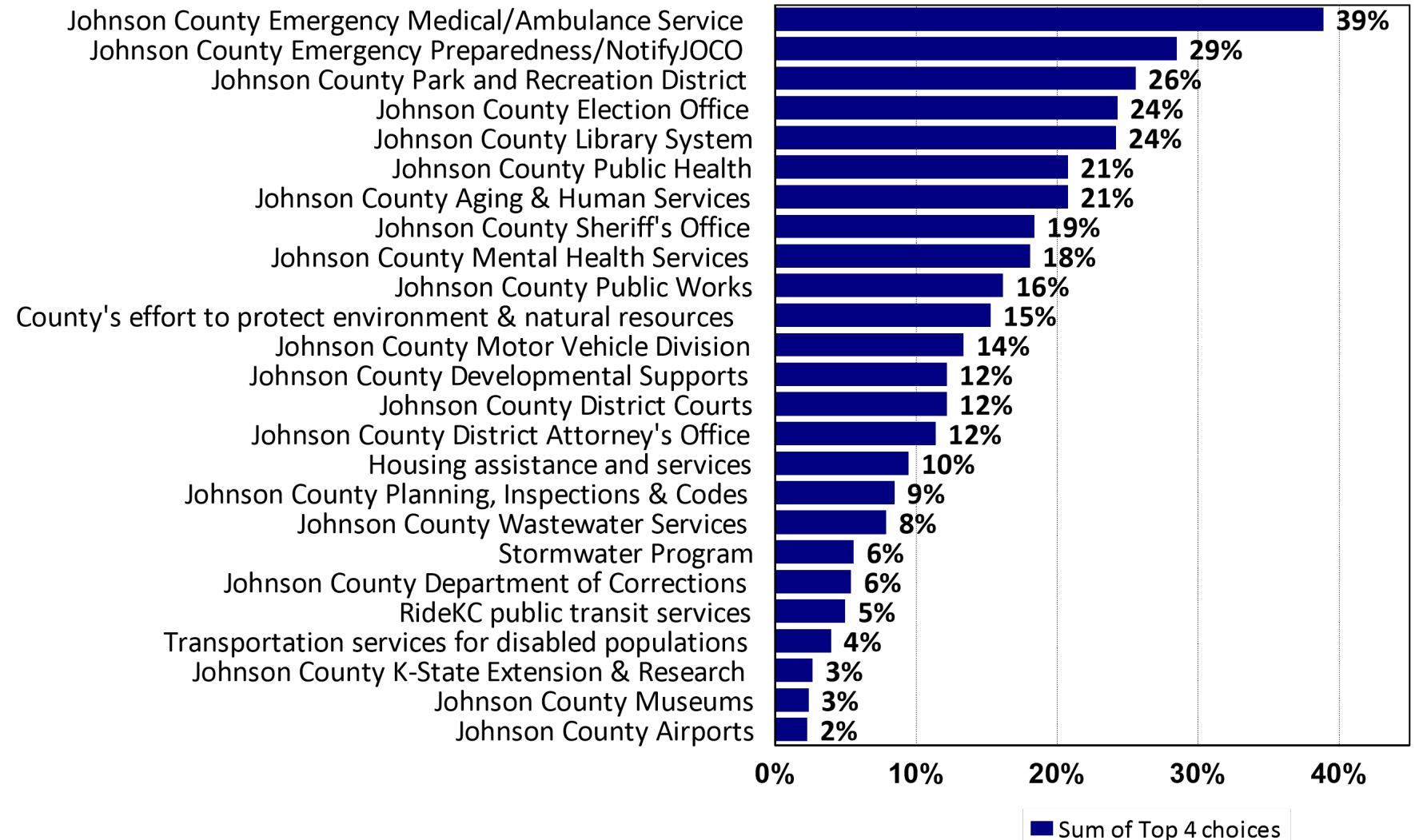
Library Services

Public Health

Aging and Human Services

Services That Resident Think Are Most Important for the County to Provide

by percentage of residents surveyed who selected the item as one of their top four choices



Top 5 Opportunities for Improvement in 2023

Highest Opportunities

1. Aging and Human Services (1st in 2022, 2nd in 2020)
2. Mental Health Services (1st in 2020, 2nd in 2022)

Other Opportunities

3. Sheriff's Office (5th in 2020 and 2022)
4. Public Health Services (6th in 2020, 3rd in 2022)
5. Protect Environment/Natural Resources (7th in 2020, 4th in 2022)

Importance-Satisfaction Rating: Opportunities to Increase Overall Satisfaction

Johnson County, Kansas

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Highest Opportunities (IS >.1000)						
Johnson County Aging & Human Services	21%	7	43%	17	0.1191	1
Johnson County Mental Health services	18%	9	37%	21	0.1147	2
Medium Opportunities (IS .0750 - .0999)						
Johnson County Sheriff's Office	19%	8	52%	13	0.0888	3
Johnson County Public Health	21%	6	62%	8	0.0794	4
Effort to protect environment/natural resources	15%	11	50%	14	0.0770	5
Housing assistance and services	10%	16	21%	25	0.0758	6
Lesser Opportunities (IS < .0750)						
Johnson County Emerg. Medical/Ambulance Service	39%	1	81%	3	0.0741	7
Johnson County Public Works	16%	10	57%	11	0.0701	8
Johnson County District Attorney's Office	12%	15	42%	18	0.0667	9
Johnson County District Courts	12%	14	46%	16	0.0664	10
Johnson County Developmental Supports	12%	13	47%	15	0.0652	11
Johnson County Election Office	24%	4	77%	5	0.0561	12
Johnson County Emergency Preparedness/NotifyJOCO	29%	2	81%	4	0.0543	13
Johnson County Planning, Inspections and Codes	9%	17	37%	20	0.0542	14
Johnson County Motor Vehicle Division	14%	12	64%	7	0.0486	15
RideKC public transit services	5%	21	24%	24	0.0388	16
Johnson County Department of Corrections	6%	20	38%	19	0.0341	17
Johnson County Wastewater	8%	18	58%	10	0.0336	18
Johnson County Park and Recreation District	26%	3	87%	1	0.0334	19
Johnson County Library System	24%	5	87%	2	0.0316	20
Transportation services for disabled populations	4%	22	31%	23	0.0283	21
Stormwater Program	6%	19	54%	12	0.0262	22
Johnson County Airports	2%	25	35%	22	0.0156	23
Johnson County K-State Extension and Research	3%	23	61%	9	0.0109	24
Johnson County Museums	3%	24	64%	6	0.0090	25

Top Opportunities for Improvement in 2020

- | | |
|--|--|
| 1. Mental Health Services (now 2 nd) | 4. Public Works (now 8 th) |
| 2. Aging and Human Services (now 1 st) | 5. Sheriff's Office (now 3 rd) |
| 3. Motor Vehicle (now 15 th) | 6. Public Health (now 4 th) |

2023 Johnson County Services Importance-Satisfaction Assessment Matrix

-Overall County Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

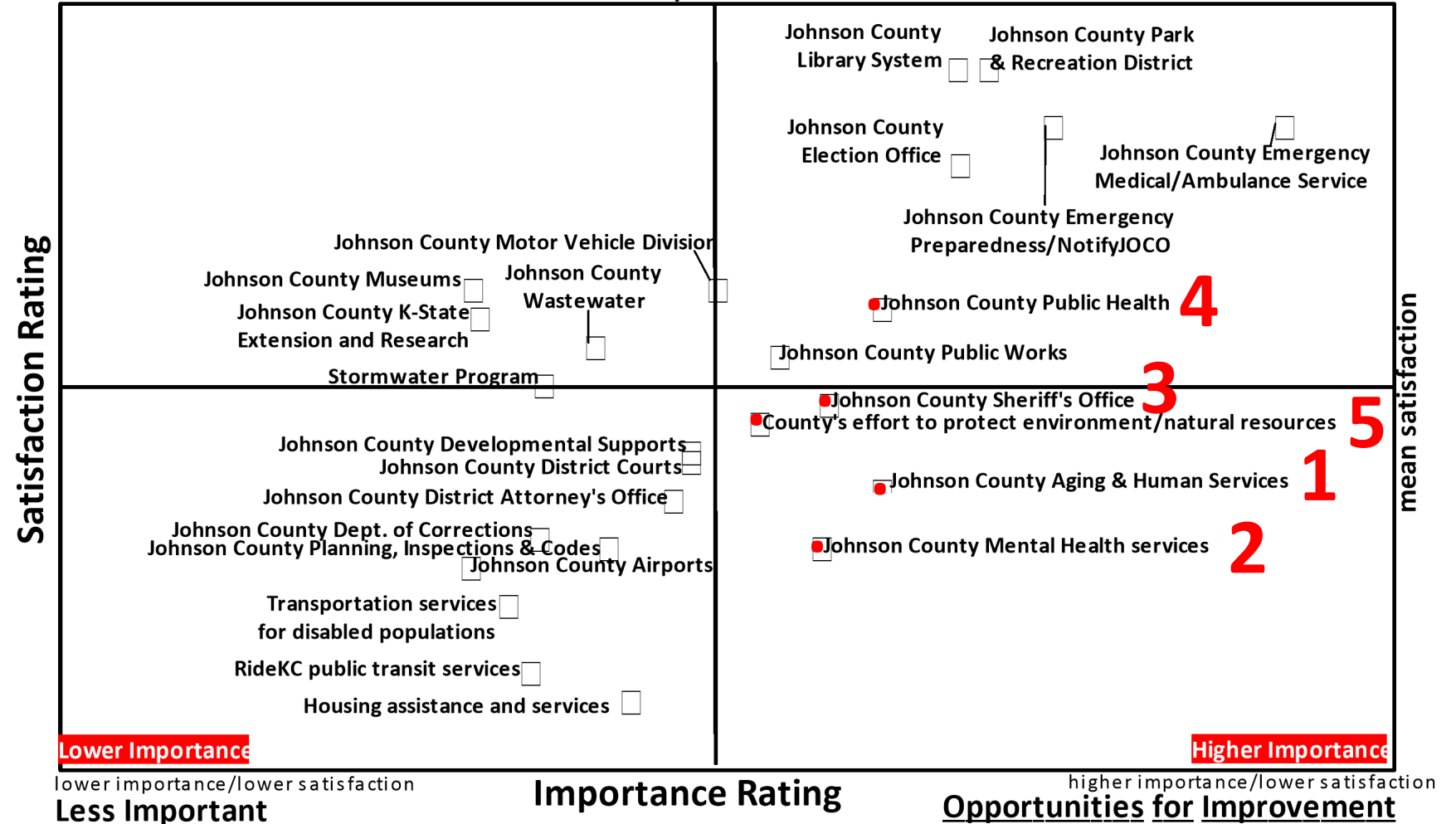
Exceeded Expectations

lower importance/higher satisfaction

mean importance

Continued Emphasis

higher importance/higher satisfaction



**Top 5
Opportunities for
Improvement**

Aging and Human
Services

Mental Health
Services

Sheriff's Office

Public Health Services

Protection of
Environment and
Natural Resources



OTHER FINDINGS

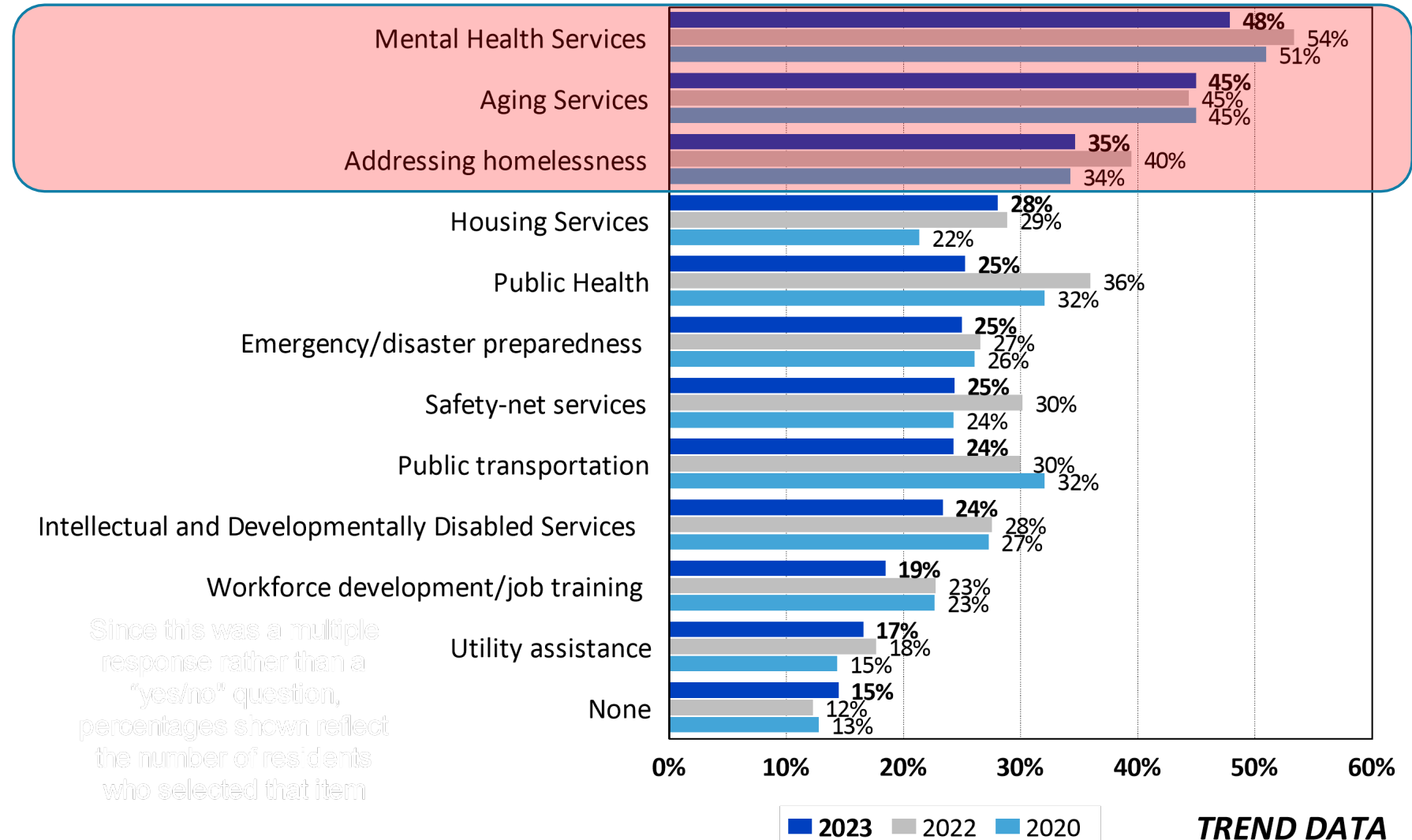
There is a willingness among many residents to see more resources devoted to some areas, but none of the areas were selected by more than 50% of respondents

Areas for which at Least 33% of Residents Would Like the County to Devote More Resources:

- Mental Health
- Aging Services
- Homelessness

Areas Where Johnson County Should Devote Additional Resources

by percentage of residents surveyed



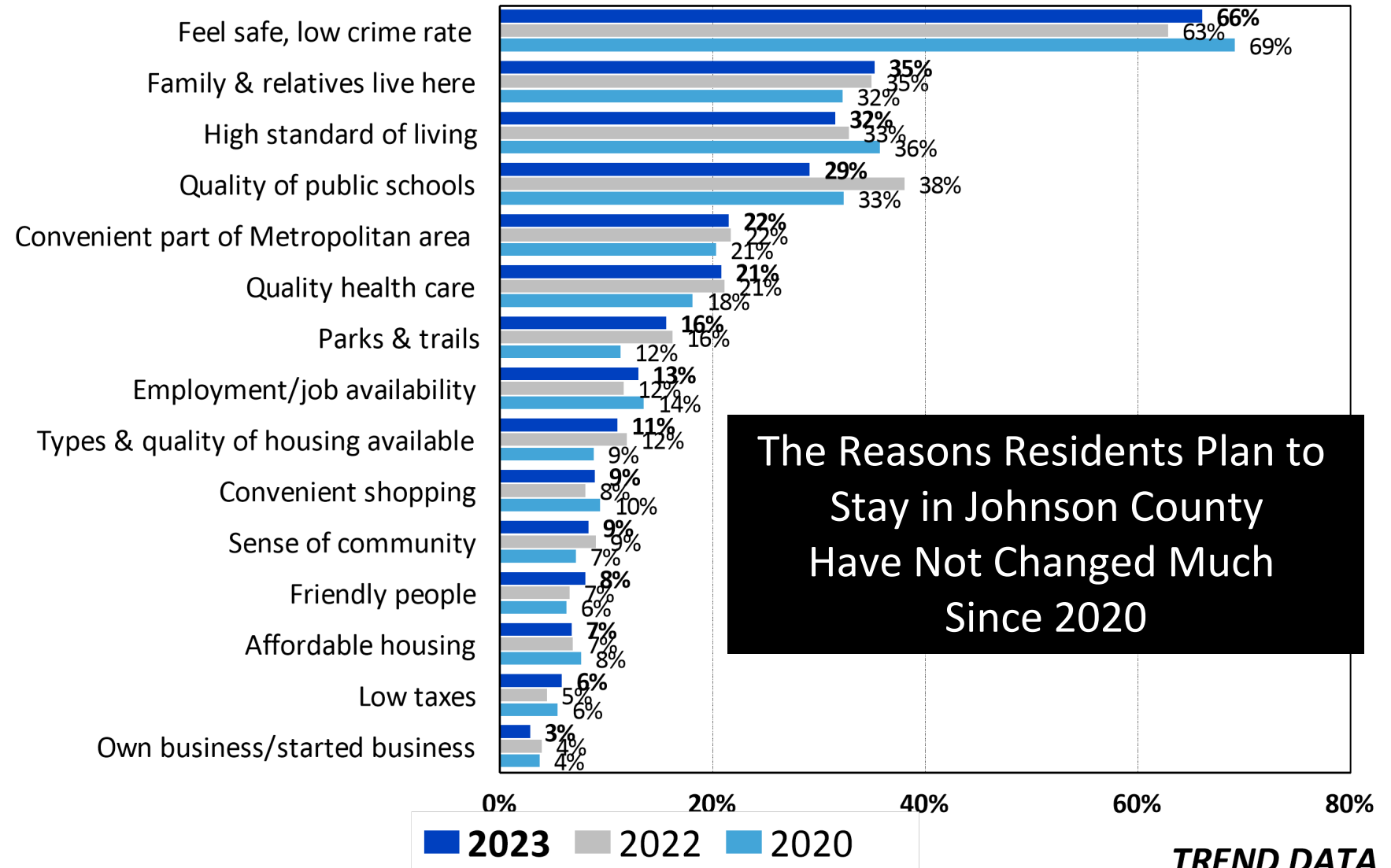
TREND DATA

The Importance of Public Schools Decreased from 38% in 2022 to 29% in 2023.

Since 2020, None of the Items Rated Have Changed by More than 5%

Most Important Reasons Residents Plan to Stay in Johnson County for the Next 10 Years

by percentage of residents surveyed who selected the item as one of their top three choices

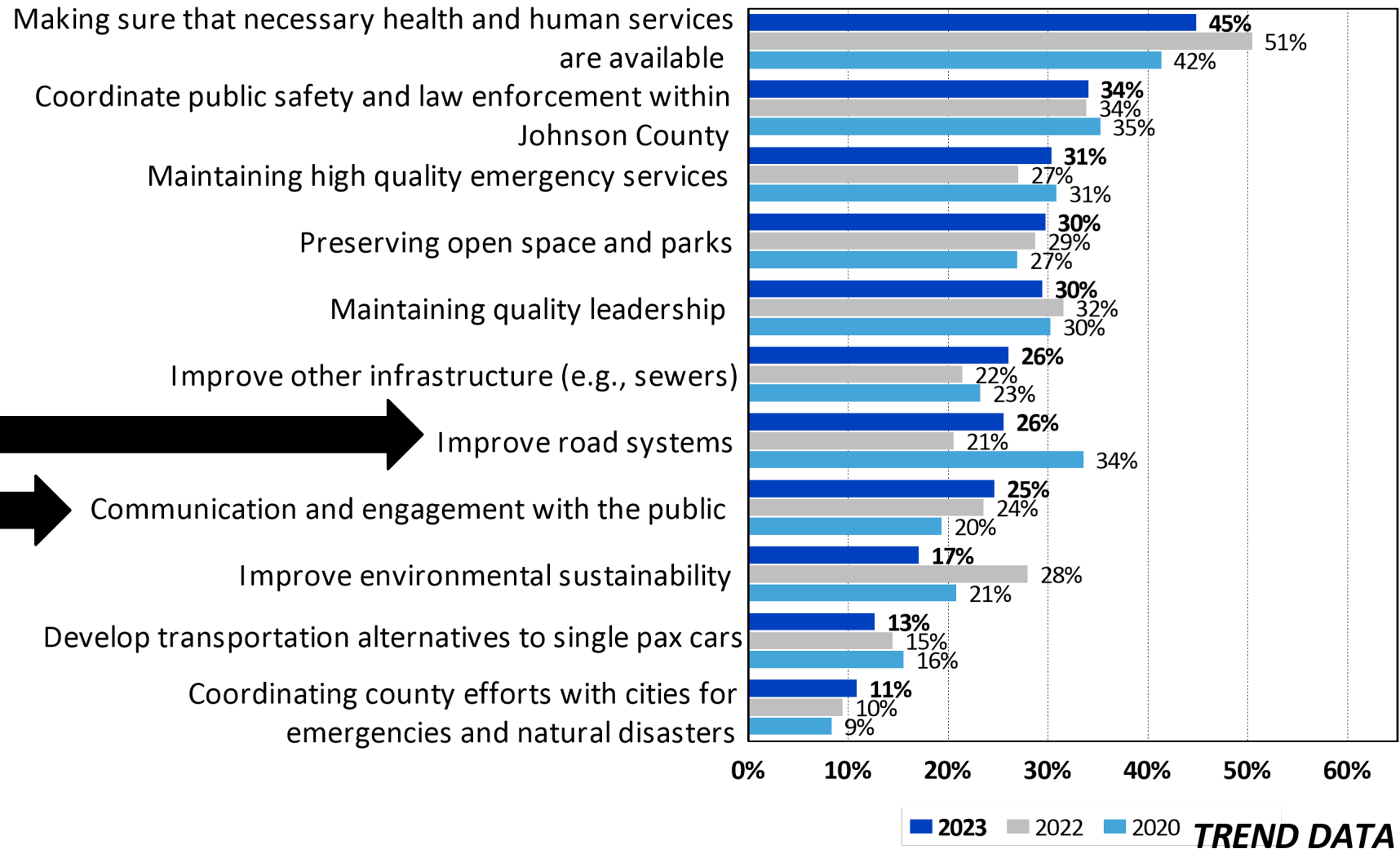


The Reasons Residents Plan to Stay in Johnson County Have Not Changed Much Since 2020

“Communication and Engagement with the Public” (+5%) and “Improve Road Systems” (-8%) Are the Only Areas to Have Changed by More 5% or More Since 2020

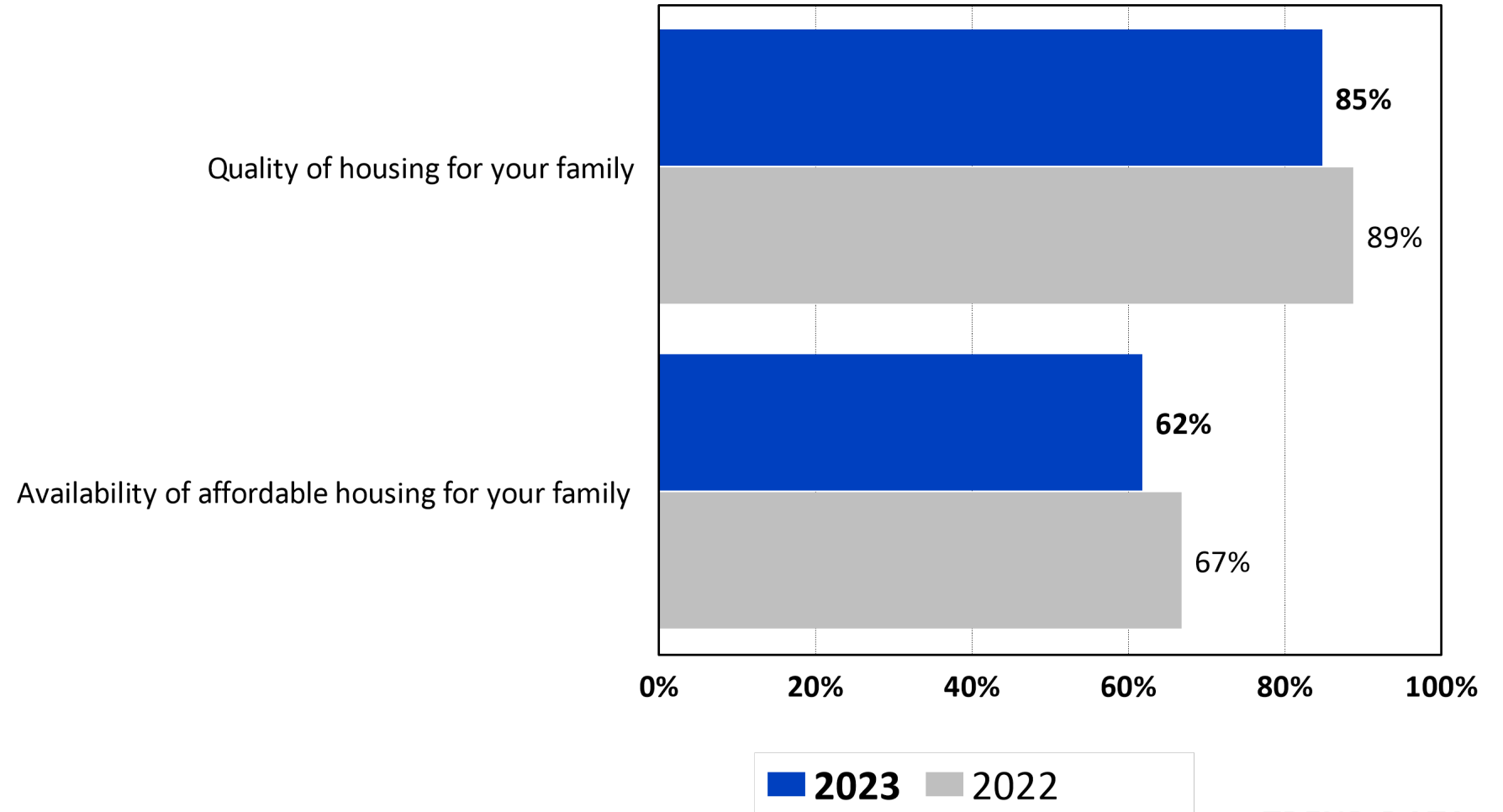
Most Critical Roles for Johnson County Government in the Next 10 to 20 Years

by percentage of residents surveyed who selected the item as one of their top 3 choices



Housing Prices
Are Contributing
to Lower Levels
of Satisfaction
with Housing.

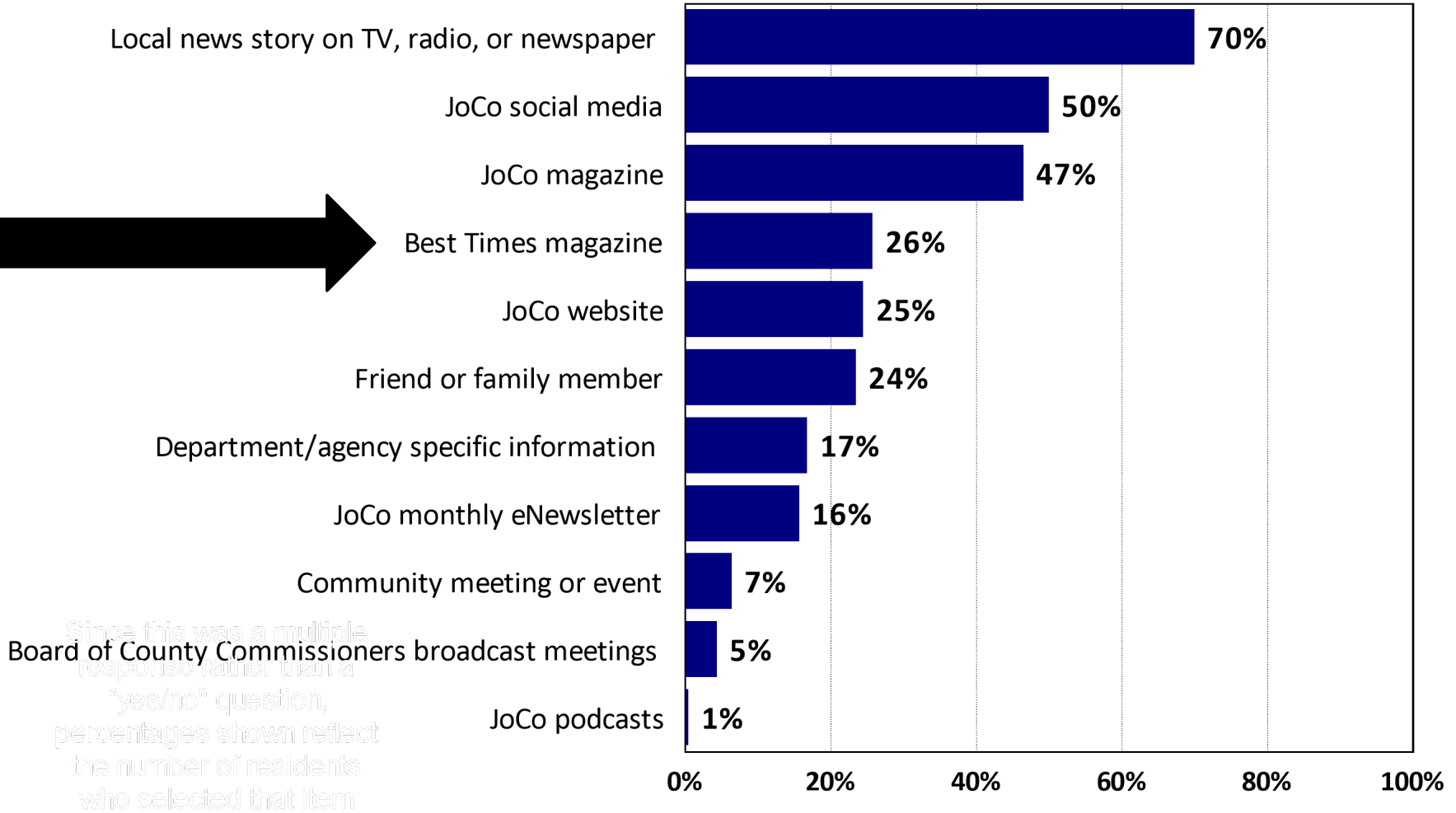
Satisfaction With Housing *2022 vs. 2023*



TREND DATA

Percentage of Residents Who Receive Information About the County from Various Sources

The Best Times Magazine is Effectively Reaching Its Target Market!
Only 29% of the Survey Respondents Were Age 60+

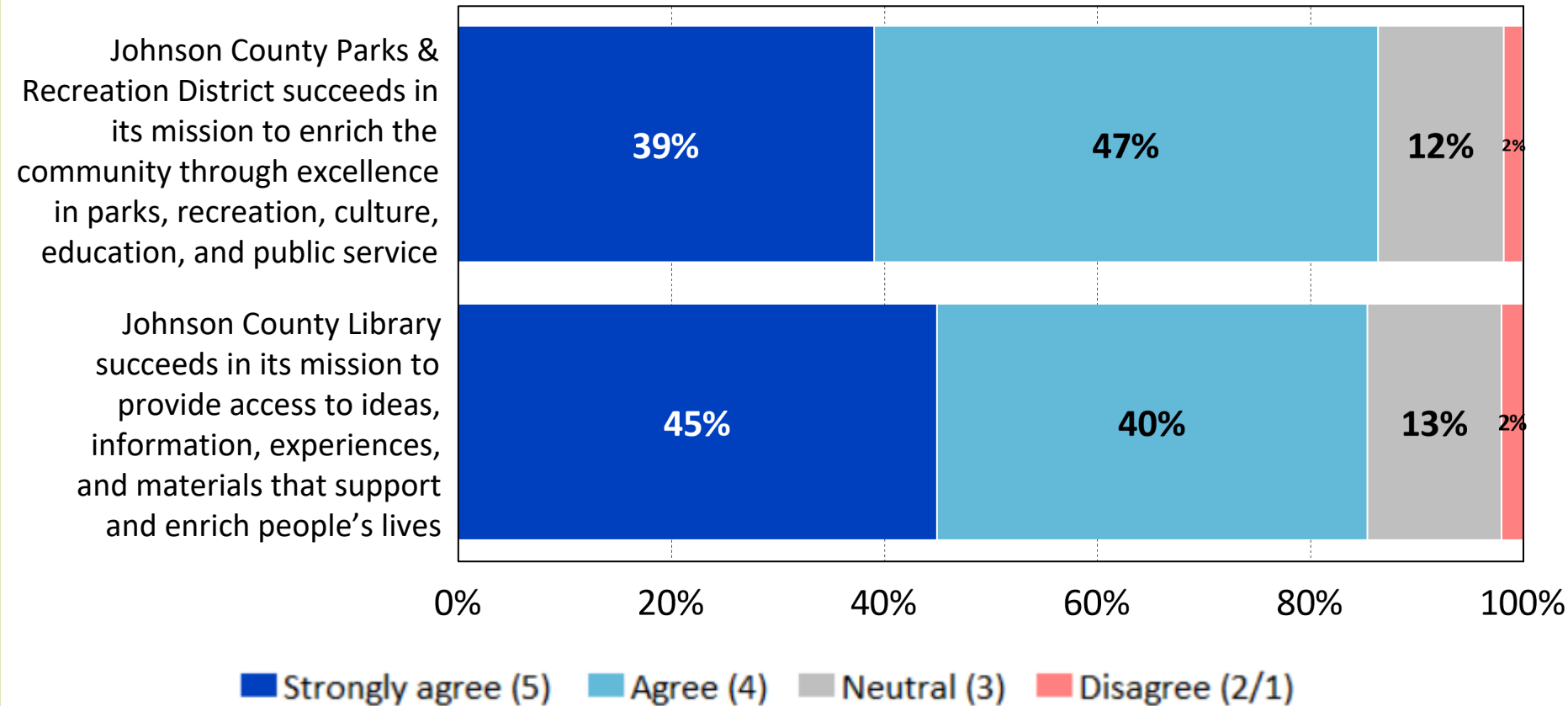


Since this was a multiple response rather than a "yes/no" question, percentages shown reflect the number of residents who selected that item

Most Residents Think the County Library and the Parks/Recreation District Are Succeeding in Their Missions

Agreement With Various Statements Related to the County Library/Parks and Recreation System

by percentage of residents surveyed (excluding "don't knows")



Percentage
Very Important and
Important by Year

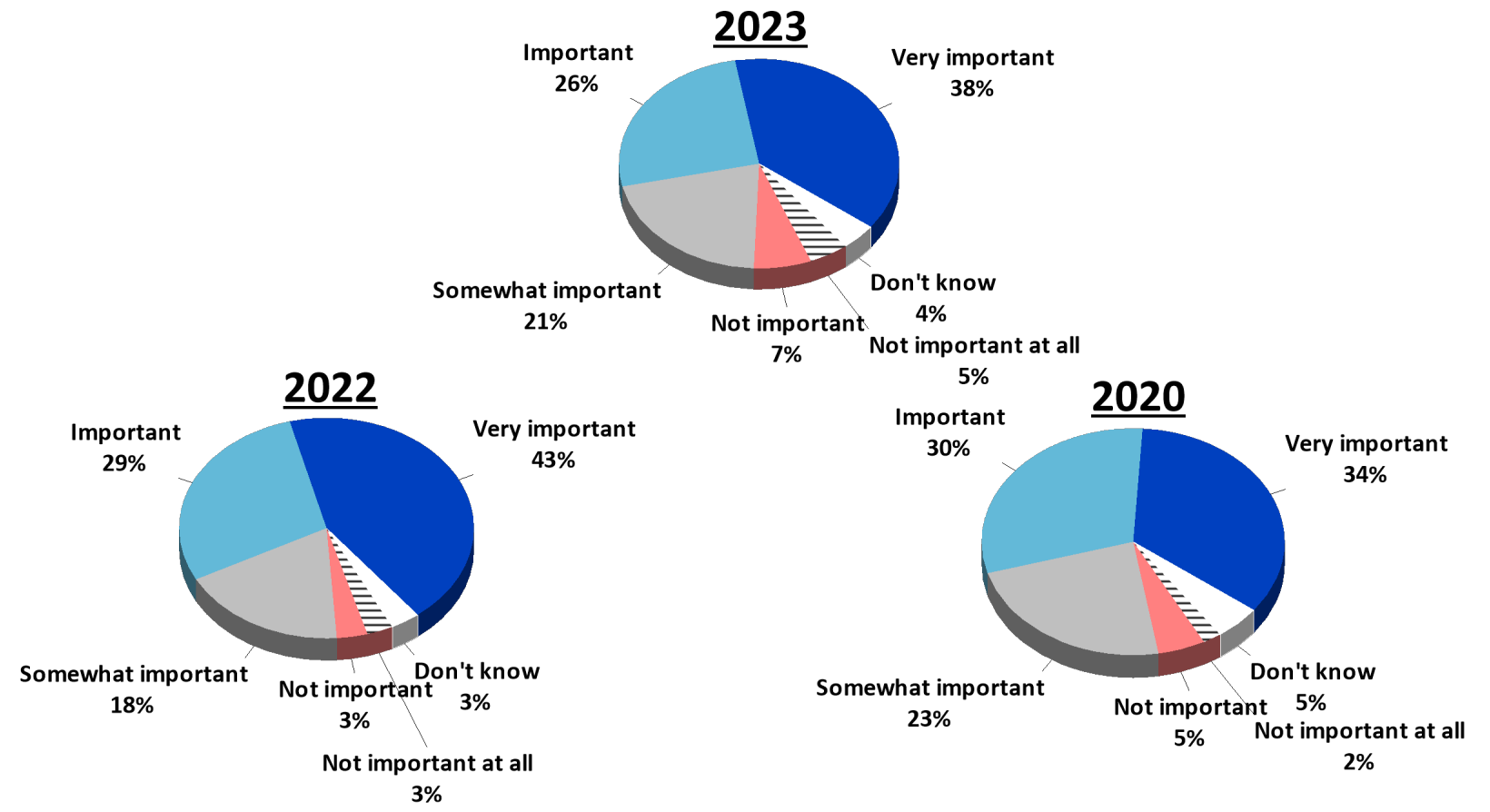
2023 (64%)

2022 (72%)

2020 (64%)

How important do you think it is for Johnson County to provide safety-net services to low income individuals/families?

by percentage of residents surveyed



Summary: Remember These 4 Things!



ts have a positive
f the County



ounty is setting the
ard for service delivery in
areas!



sfaction with County
ices has decreased slight
most of the decreases a
than national average



remain at the top, Johnson
nty must continue to seek
rovement in areas that are
priorities to residents.

Questions?

THANK YOU!